

Subject Area > Course	Vendor	Course #	Description
Organizational Management > Leading Organizations			
DIRECTORS ASK! (ADMINISTRATOR SECRET KNOWLEDGE)	LibraryU	LU_ADM004	<p>Director's ASK! (that stands for: Administrator Secret Knowledge) guides the new or experienced library director through the range of documentation crucial to effectively carrying out the responsibilities of a library administrator, including working with the Board, the budget and personnel. It also covers legal activities and reporting, marketing, programming, and recommendations for keeping on track of it all. The course is your guide to creating files of all the important administrative information---either to prepare your successor for a smooth transition or to get yourself organized and operating more efficiently.</p> <p>Since the author works for an Illinois library, there are many specific examples that apply to libraries in the state of Illinois. The learner is encouraged to use the information as a guide to locate or create equivalent resources applicable to another state or library system.</p> <p>Learning Objectives: Library administrators will: Examine current library practices and procedures. Identify key pieces of information that serve as a backbone for managing their library. Create a resource document using the templates provided by this LibraryU module. Have the basis for an accurate description of their responsibilities to share with their board.</p>
Change Management and Leadership (LE@D)	UNT	UNT_CML	<p>Change is a given in 21st century libraries: intrusive, exhilarating, and growing in strength and frequency. Being an effective change agent and coping with change partly depends on your sense of perspective. We cannot promise that this course will either turn back the clock or guarantee that everyone in your library will unquestioningly accept change. However, there are benefits from studying other people's experiences and some of the effective principles and practices of change management. Objectives: After completing this course, you should be able to: Assess both the benefits and the costs of change in your job, department, branch, library, institution, and community ; Understand how change impacts people in your library differently and have more empathy for their points of view; Identify what mistakes are likely and how to lower their impact on you and your staff ; Feel more calm and confident, even when the world is unraveling ; Be more influential during times of change ; Better make change work for you, rather than feeling overwhelmed</p>
Benchmarking for Best Practices	SkillSoft	SS_KNOW0116	<p>Benchmarking is an old idea with a new slant toward performance improvement. Learning from other companies to improve the practices of your own is not just making site visits or talking to other companies about how they operate. It's a disciplined process requiring careful research and analysis. Find out who should benchmark, how to benchmark, and what to do with the benchmarked data once you've collected it.</p>
Business Execution in Action	SkillSoft	SS_LEAD0153	<p>The best operational strategies in the world are not worth the paper they are written on if they are not carried out. The same holds true for the principles of business execution. The principles of business execution are worthless to an organization if they exist only in the heads of its corporate executives, but are never acted upon. This course will assist you in the process of "executing business execution" in your organization. All organizations share three common key processes: the people process, the strategy process, and the operations process. One lesson will explore ways to employ the principles of business execution to improve and streamline these processes. All too often, organizations think of the people process, the strategy process, and the operations process as three distinct and separate entities, when in fact, they are closely and critically interrelated. Have you ever been in a situation where it felt like the left hand didn't know what the right hand was doing? Have you ever completed a project only to find out the actions of another team in your organization rendered your work obsolete? If only you'd known what they were doing. You'll explore ways to execute to ensure synchronicity in your organization. Another</p>
Challenges of the 21st Century	SkillSoft	SS_LEAD0121	<p>Leadership is dynamic. It must evolve with the changing times. It must grow and change based on internal factors that are prevalent in one time, and obsolete in the next. The 21st century brings its own unique set of challenges that leadership must accommodate. In this course, you'll learn how evolving work environments affect leadership. You'll explore the implications of 21st century trends like virtual employees and portable assets, and learn how you can meet the leadership challenges they present. Additionally, you'll learn about the values of intellectual assets and how you can maximize your infrastructure assets. The course concludes with leadership strategies for e-Business.</p>
Changing Corporate Culture	SkillSoft	SS_hr_02_a02_bs_enus	<p>To instill an appreciation of diversity within a company is a difficult task. It requires changing existing views and practices that until now have defined the workplace. You can overcome ingrained attitudes by learning how a diversity initiative differs from federal mandate, why some workers will object to the concept of diversity, and how to handle their opposition. This course describes the challenges of providing a climate of acceptance, explains policies and practices that further the goal of diversity, and suggests ways to leverage diversity and build inclusion. This SkillSoft product has been reviewed by the Employment Practice Group of Sheehan Phinney Bass + Green. As of the date reviewed, the content of this course is in compliance with federal law and court decisions. Due to the rapidly changing nature of the law, information in this course may become outdated.</p>

Crafting Deals	SkillSoft	SS_comm_08_a01_bs_enus	"A wise man will make more opportunities than he finds." Could Francis Bacon possibly have been wondering about how to make the most out of his dealings with other people when he wrote those words? Do you ever wonder about your own ability to create opportunities for yourself? Think of something that you really wanted in the past. It could be anything--a promotion at your workplace, a new car, or maybe winning an argument. Recall the situation. How did you approach it? Were you confident about winning? Was the outcome what you wanted? So often, situations don't turn out in the desired way. In this course, you will explore ways to gain clarity and conviction about what you want and why you want it, as well as how to create opportunities to get it. You'll have a chance to assess your values and beliefs about negotiating and examine how negotiating opportunities are connected to personal and professional growth and well-being.
Creating a Business Execution Culture	SkillSoft	SS_LEAD0152	In today's fast-paced, high tech world, change comes more rapidly than ever before. Businesses must be in a state of constant evolution and continuous improvement just to keep up. An organization's ability to execute is paramount to its survival. After all, how can a company be constantly evolving and improving if no one within the organization is getting anything done? In companies that execute well, the principles of business execution permeate the entire organization and become part of the company's culture. But how does an execution culture come to be? A business execution culture starts with an organization's leaders and trickles down to virtually every level of the company. This course contains powerful information to help you create an execution culture in your organization. Whether you're a senior manager or the manager of a small business unit, you can do your part to create an execution culture in your company. One lesson explores the critical role leaders play in creating an execution culture. You'll learn about ways to turn your visions and ideas into actions. Do you have the right team in place to execute your ideas? You'll learn about assessing talent in both your existing team member
Decision Making: Implementation and Evaluation	SkillSoft	SS_pd_04_a05_bs_enu s	You've made your decision after careful and considered thought. The deal is done, right? Not really. Your decision, no matter how considered and creative, won't walk out on its own two legs and implement itself. It's time to nurture your decided course of action and then evaluate its effectiveness. This course will help you do just that. And you'll do it in a way that will better ensure the success of your present decision and those decisions yet to come. After all, no decision is an island: You need to build on past achievements as well as learn from previous mistakes. In this course, you'll first explore how to act on your decision in a way that optimizes its chances for acceptance and success. Once your plan is underway, you'll also know how to manage that decision so that your effective results don't wither on the vine. Lastly, you'll find out how to evaluate the soundness of your decision so that related business methods can be refined and enhanced in the future. By establishing this feedback loop for success, you'll better reach your goals, reduce wasted time and money, and avoid much worry and regret.
Executive Level Leadership: Becoming an Executive Leader	SkillSoft	SS_en_US_46204_ng	Executive Level Leadership: Becoming an Executive Leader offers the student an overview of executive leadership roles and how power and politics affect an organization. This program also explains the importance of developing an organizational vision and the need for executives to understand the types of business focus that impact their industry. In addition, it emphasizes the importance of developing a personal leadership plan and how such a plan benefits an organization, its leaders, and individuals.
Executive Level Leadership: Change and the Executive Leader	SkillSoft	SS_en_US_46205_ng	Executive Level Leadership: Change and the Executive Leader addresses the change process, ways to identify resistance to change, and how to overcome that resistance. In addition, this program covers trust-building methods, power-sharing techniques, and how to keep employees informed during the change process. This program also covers pitfalls to avoid during the change process.
Executive Level Leadership: Leadership and Communication	SkillSoft	SS_en_US_46206_ng	Executive Level Leadership: Leadership and Communication addresses how leaders learn, test, and use information. In addition, this program covers how to evaluate a leader's performance and how to address key issues that cause performance problems. This program also addresses the marketplace, governmental, and internal variables that affect daily operations.
Foundations for Business Execution	SkillSoft	SS_LEAD0151	Have you ever sat in a meeting where your boss described a "new initiative" that was going to transform your business unit, only to see the initiative fizzle and die a few weeks later? Do you have big plans and long-term goals that never come to pass because you get so bogged down with day-to-day activities? When management announces "new plans" to revolutionize productivity in your organization, do your colleagues roll their eyes because they know things will never really change? Why don't new initiatives get off the ground? Why don't long terms goals get met? Why do things stay the same in business, even when change is critical to an organization's success? The answer lies in the art of business execution. Business execution is about achieving results. It's about turning ideas into actions and dreams into reality. It's not a process or a formula, but a state of being that will permeate and transform your entire organization. This course will provide you with the basic information you need to create an execution culture in your organization. In one lesson, you'll examine execution cultures to uncover what execution is and what it is not. You'll explore personal accountability and energy, two inherent
Integrating Change in Your Organization	SkillSoft	SS_mgmt_06_a03_bs_e nus	The business world is constantly moving, so you can never rest on your laurels. For the change process to be effective, you must incorporate the changes that you have made and, at the same time, create structures and mechanisms that are flexible enough to allow ongoing change when necessary. To do this, you need to develop committed and flexible teams, and create an atmosphere that allows open and frank discussion about how improvements can continue to be made. Effective teams, performance management, and well-placed policies are needed if your organization is to truly benefit from the change process. "Incorporating Change in Your Organization" provides you with the skills and strategies you need to embed and sustain change, and then move forward toward continual improvement and collaborative working. The change story never ends. In today's ever-changing business environment, you may feel as if you're on an endless loop of change. As a manager, your role is to ensure that each part of the change story finishes happily, so that when new change is required, the foundation for progress is strong and flexible.

Knowledge as Capital	SkillSoft	SS_KNOW0102	Times are changing. No longer is a company valued on just its physical assets and income streams. A quick look at many Internet focused organizations points to a basic fact: There is a new kind of asset being valued in our economy. That asset is knowledge, the intellectual capital of the organization. The high potential return of leveraging the knowledge capital of an organization has led to company valuations that far exceed what used to be accepted as standard. This new capital is walking around your company, is hidden in file drawers, and surfaces in conversations with clients and suppliers. Understanding where the knowledge is in your company is one of the first steps in leveraging it for profitability and growth. In this course, you'll explore the three kinds of knowledge capital in every organization: human, structural, and relationship. You'll learn about each kind of capital, how to measure it, and how to start managing it to help your company.
Making Decisions Dynamically	SkillSoft	SS_pd_04_a04_bs_enus	Your decisions determine your life. Nowhere is this simple statement so unabashedly evident as in today's business world. Made consciously or unconsciously, your decisions represent the fundamental tool you use in facing the opportunities, challenges, and uncertainties of life. It's not a case, however, of "make a decision, any decision." The increased complexity and competition of the 21st century marketplace calls for dynamic decision making--the kind of decision making that significantly boosts productivity. The objective of this course is to turn you and others in your organization into dynamic decision makers. You'll gain the skills necessary to avoid the psychological pitfalls that adversely affect decision making. You'll hone your decision-making ability in risky and uncertain circumstances. You'll walk away from this course with concrete and powerful decision-making tools, both rational and statistical. When you use the decision-modeling techniques presented here, you'll enjoy enhanced accuracy and, hence, business confidence. Then, with these strategies in hand, you'll explore ways to better make decisions even when you're working with others who aren't completely "on your side"
Organizational Culture and Leadership	SkillSoft	SS_LEAD0122	What is organizational culture? How would you describe your company's culture? How is leadership related to culture? In this course, you'll explore the concepts related to organizational culture, and learn how the different cultures relate to leadership. You'll learn about the dynamics of cultural change and how you, as a leader, can influence the direction of your organization's culture. The course ends with strategies for leading in a learning culture.
Overcoming Organizational Negativity	SkillSoft	SS_MGMT0313	Organizational negativity is the responsibility of each individual. This course will teach you how to challenge organizational negativity as well as how to protect yourself from the negativity of others. You will learn how negative norms become entrenched in an organization, department or team and how to create a more positive working environment.
Planning a Diversity Initiative	SkillSoft	SS_hr_02_a03_bs_enus	Organizations often rave about the great job they do at managing diversity; however, diversity isn't something that needs to be managed. Rather, diversity is an initiative that must permeate the company culture to be truly successful. Perhaps you've asked yourself, "How can I create an environment in which all team members, with their diverse backgrounds, can contribute to their full potential?" This course will explore the steps associated with creating, launching, and evaluating a diversity initiative. This course will explore the necessary steps for conducting a diversity needs analysis. It will examine the basic groundwork that must be laid when starting a diversity initiative. Additionally, it will provide important information to help you successfully launch your diversity initiative. The course will also examine the strategies used to measure the success of a diversity initiative once it is in place. It explains the process for collecting useful and meaningful feedback and provides metrics by which organizations can evaluate the effectiveness of their diversity programs. Finally, it offers a variety of options for organizations who find that their diversity program is in need of improvement. This SkillSoft product has been
Preparing a Business Case	SkillSoft	SS_comm_01_a01_bs_enus	Why put time and effort into preparing, writing, and presenting a business case for new projects? Why not just talk to the manager and get his approval for the project? The answers to these questions lie in the fact that organizational budgets for new projects are typically very tight and, as such, your project will be competing against other projects for funding. Without a written business case, your chances of persuading decision makers within your organization to implement your new project idea, instead of a competing project, stand little chance. This course prepares learners interested in the development of effective business cases. You will learn what a business case is and when one is used, what research you need to do before you start to write a business case, and what information should be included in your business case. Finally, you will learn how to plan and position your business case to maximize its effectiveness.
Preparing for Business Crises	SkillSoft	SS_MGMT0171	Effective preparation is the key to almost any project or undertaking. This is especially true of crisis management, where you actually have to prepare for unforeseen events. This course starts by providing basic background information on business crises. The course then provides specific tools that you can use for anticipating business crises, and processes for developing crisis management capabilities in your organization.
Preparing for Change	SkillSoft	SS_pd_03_a02_bs_enus	When the organization you work for changes, and demands that you change along with it, wariness and uncertainty are natural. Change signals the end of the tried, trusted, and familiar. But change is also a new beginning--a springboard into a new and potentially exciting personal future. "Preparing for Change" focuses on the mental attitudes and behaviors you need to develop in order to take advantage of the opportunities for personal growth that can accompany organizational change. You gain insights into how to learn, and when to learn. You acquire the skills and strategies you need to manage your own change effectively. The course also shows you how to focus on the future in ways that will encourage successful personal outcomes from the change process.

Problem Solving: Gerenerating Alternatives	SkillSoft	SS_pd_04_a03_bs_enu s	When faced with any problem, it's tempting, especially in today's frenzied business atmosphere, to either take the easiest route or rely on the old tried-and-true methods. But how many times have you taken a certain action and realized afterward that you had more options than you realized? Now more than ever, today's business world is complex and multifaceted. As a positive result of that complexity, however, you can enjoy the benefits of increased opportunities in problem solving. This course is designed to equip you with numerous and productive alternative generation strategies that will enable you to draw from a pool of expanded options. By so doing, you'll better recognize and act on the best possible business choice. You'll explore ways to begin generating alternatives and get into the flow of enlarging your store of possible solutions. Using both rational and creative approaches to problem solving, you'll be sure that no good idea is left unnoticed. And even when you get stuck, when that rut becomes tiresomely deep, you'll be able to right your course by using the dynamic strategies provided here. Options and alternatives are valuable commodities to possess. Get ready to take them to the bank.
Recovering from Business Crises	SkillSoft	SS_MGMT0173	The crisis is contained and being effectively managed. Now it's time to move on. The first steps deal with communicating--to your employees and to the outside world. How and what you communicate can have significant repercussions. Miscommunication, or misleading communication, can actually lead to another kind of crisis. With the right intentions and actions, your communications can help to establish trust and convey the message that your organization does have the crisis handled. Once communication is handled, it's time for recovery and moving on. The last step is to learn from the crisis and prepare for the future using the knowledge and experience that your organization has now gained.
Responding to Business Crises	SkillSoft	SS_MGMT0172	Your company may have a crisis. If so, what will it do? Your company's crisis preparations are now put to the test--a real test. Knowing how to respond to a crisis is vital to your company's well-being. It could mean the difference between your company surviving or not. In this course, you'll learn how to respond to business crises. There are three fundamental phases to crisis response: detection, reaction, and management. How well your company deals with each phase will determine whether the crisis is handled or grows out-of-control.
Starting the Change Process	SkillSoft	SS_mgmt_06_a01_bs_e nus	Every story has a beginning, a middle, and an end. The majority of organizations consider change as a new beginning--a bright new day. But is that really the case? Ask your employees how they feel about change, and they'll often say, "It's unnecessary--we're doing just fine as we are." For them, change is the end of an era; an abrupt cessation of a comfortable way of life. It's your job to ensure that your employees understand why change is happening, how it will affect them, and how they can benefit from it. "Beginning the Change Process" will help you to understand whether change, from whatever source, is really necessary; enable you to lead change effectively; and equip you with strategies to make a compelling case for change. The first steps to change are the most important of all. Bring your employees on board from the outset, and you'll smooth the way for productive change that is supported--and even championed--by your employees.
The Communication of a Shared Vision	SkillSoft	SS_lead_01_a02_bs_en us	"If you can dream it, you can do it." Walt Disney's words ring as true today as they did many years ago when they were first displayed above the Epcot Center. The importance of a vision cannot be denied. Neither can the importance of communicating that vision to the people responsible for supporting it. Communicating your vision gives purpose and meaning to the work that people do, and pursuing and accomplishing that vision with a sense of integrity builds trust in you as an individual and as a leader. This course will teach you how to communicate a shared vision and get action on that vision across all sectors of your working environment.

Organizational Management > Legal Responsibilities

MASTER OF DISASTER: DEVELOPING A DISASTER PLAN	LibraryU	LU_ADM003	This course will aid a library director, or anyone charged with creating a library disaster plan. The course covers three main areas of disaster preparedness that are critical to your library's ability to respond to, and even prevent major and minor disasters: Planning - Begin by understanding how to identify both potential hazards in the library and the environmental emergencies likely for your location that could lead to a disaster. Preparedness - Once potential disasters have been identified and possible damage to the building have detailed, a list of actions can be determined, reviewed and practiced in order to ensure the safety of the patrons, staff, and building should disaster strike. Documentation - Writing a Disaster Plan establishes the strategies for recovery and salvage of equipment and materials, responsibilities and priorities in the event of a disaster, as well as identifying the location of backup copies of information. Please Note: This course is describes a disaster plan model for localized disasters and is based on the assumption that local telecommunication capability will still be intact or will be working in a short period of time. It is not suited for large-scale disasters.
A Manager's Introduction to Business Law	SkillSoft	SS_LAW0101	This course introduces managers to the fundamental concepts of business law. It begins by exposing some prevalent legal misconceptions shared by management and establishes the true role that law plays in society and business. The relationship between business ethics and law is explained and how managers serve as vital role models for demonstrating ethical business practices. This course also presents the basis and structure of the U.S. legal system and introduces relevant areas of business regulation. It outlines management's legal responsibilities and presents practical strategies for researching legal resources, for supporting legal counsel, and for proactively avoiding legal complications.

Americans with Disabilities Act (ADA)	SkillSoft	ss_LCO0112	This course explains the concepts, requirements, and practical application of the Americans with Disabilities Act. The ADA of 1990 makes it unlawful to discriminate in employment against a qualified individual with a disability. The Act requires all private, state, or local government employers with 15 or more employees to make sure that people with disabilities have an equal opportunity to apply for jobs and work in positions for which they are qualified, have equal access to benefits and privileges, and have an equal opportunity to be promoted once they are working. The course outlines how employers can ensure that they are ADA-compliant and informs them of the consequences of failing to comply with the legislation. As of the date reviewed, the content of this course is in compliance with federal law and court decisions. Due to the rapidly changing nature of the law, information in this course may become outdated. SkillSoft's Legal Compliance courses are developed and maintained with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA.
Intellectual Property and Proprietary Rights	SkillSoft	SS_LAW0105	Management is often confronted with the responsibility of keeping an organization's intellectual property, such as copyrighted brands or trade secrets, confidential, while still communicating the organization's identity or ideas to internal and external customers. But how does management perform this function effectively while keeping the law on their side? This course introduces management to the essentials of intellectual property and proprietary rights. It includes introductions to current copyright, trademark, patent, and trade secret laws and presents methods for minimizing legal liabilities. By applying the information presented in this course, managers will protect their organization's intellectual property and use others' intellectual property legally.
Introduction to Information Security	SkillSoft	SS_216913_eng	This course gives an overview of information security in the business world. Learn how to identify why information security is so important today, select examples of incidents that compromise information security, recognize the information security objective compromised in a given scenario. Identify examples of employee behaviors that violate security policies, identify the information security mechanisms that should be in place in a given scenario, and recognize how to use established information security policies.
Lawsuits and Negotiations	SkillSoft	SS_LAW0106	This course discusses the legal process of litigation and other out-of-court negotiations that are used to settle business disputes. In addition, this course treats the decision to sue much like other business decisions and offers criteria that management can use to perform a cost-benefit analysis. It begins by presenting proactive management strategies for discouraging damaging lawsuits and avoiding costly litigation. It examines forms of alternative dispute resolution, including negotiation, mediation, and arbitration, and the respective strengths of mediation and arbitration so that management can effectively work with legal counsel to determine when these are appropriate alternatives to litigation. Finally, it describes the litigation process and its impact on business and strategies for working successfully with administrative agencies.
Library Privacy & Confidentiality: Law and Policy	UNT	UNT_PrivConfid	Threatening emails have been sent, and the authorities have traced them back to public computers at your library. The police are now standing in your office, asking to see records of who has used the computers so they can obtain evidence against a potentially dangerous criminal. The FBI is demanding that you turn over circulation records so they can see which books suspected terrorists have been reading. Citing the USA Patriot Act of 2001, they insist that the records must be shown to them. Would your library know how to handle these situations? Librarians have historically fought to protect the privacy of library users. Now, a precarious balance and sometimes ambiguous relationship exists between privacy rights and laws relating to public information. Library Privacy and Confidentiality: Law and Policy addresses some of these sticky situations and will help you prepare for the eventuality that you may face some day when you have to decide between individual privacy and law enforcement.
Record Retention	SkillSoft	SS_LCO0119	Does your company have a formal policy for how to retain and dispose of its records? Do you know what records you need to retain, how long you should retain them for, and which disposal techniques you should use? Following the Arthur Andersen case, many companies are reexamining what documents they keep and how long they must keep them. Having a carefully planned and documented record retention policy supports your company's internal documentation and accounting systems and addresses the compliance requirements of state and federal law. While disposing of too many records can increase a company's legal exposure, disposing of too few records increases the costs of storing the records. In this one-hour course, you'll learn how to identify which records must be retained and for how long, the different formats in which records may be stored, techniques for record disposal, and how to make sure your record retention policy complies with the law. SkillSoft's Legal Compliance courses are developed and maintained with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA.

Organizational Management > Project Management

Advanced Project Leadership: Bringing Home the Value	SkillSoft	SS_en_US_41526_ng	Advanced Project Leadership: Bringing Home the Value teaches project managers to consider both the monetary and non-monetary value of a project, first of all by understanding how a project supports strategy. Project Managers will learn how to calculate Earned Value, Return on Investment and Net Present Value. They will also learn how to interpret the results to make decisions about the value of a project. Finally, project managers will learn about the characteristics of Internal, Client and Research and Development Projects and how the valuation techniques apply to each.
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Advanced Project Leadership: Navigating Corporate Structures	SkillSoft	SS_en_US_41525_ng	Advanced Project Leadership: Navigating Corporate Structures teaches the project managers how to understand the corporate environment, in particular as it relates to high-profile projects. First, you will learn how to identify different types of stakeholders, and how they may influence the project. You will learn how to deal with stakeholders Hidden Agendas. You will also learn about project sponsors, and how their position in an organization's structure affects their responsibilities towards a project. You will also learn how to help the inexperienced sponsor be successful. Finally, you will learn how to execute projects in a Functional Organization, the most prevalent and difficult environment for project management.
Advanced Project Leadership: Organization, Strategy and Business Needs	SkillSoft	SS_en_US_41524_ng	Advanced Project Leadership: Organization, Strategy and Business Needs teaches project managers how to be successful managing high profile projects in large corporations by learning how to navigate different organization types, and what role project management plays in the different organization types. You will acquire the skills necessary to determine company strategy and the process to use that knowledge to determine whether or not the project supports company strategy. Lastly, you will learn what questions to use when preparing a Project Charter that is consistent with company strategy.
Advanced Project Leadership: Selling Project Management to the Organization	SkillSoft	SS_en_US_41527_ng	This course in the Advanced Project Leadership series focuses selling project management to senior executives. This course explores the problems faced when implementing project management, the value of project management, while identifying the barriers faced when selling project management to senior executives. This course will also discuss the process for implementing project management as project.
Advanced Project Management: Building Productive Stakeholder Relationships	SkillSoft	SS_en_US_41512_ng	Advanced Project Management: Building Productive Stakeholder Relationships teaches learners how to classify stakeholders as primary, strategic, and operational sponsors and how to determine stakeholders' needs and expectations. It covers how to create a formal communication plan, how to resolve conflict with stakeholders, and what steps are commonly used to control change. Finally, it teaches questions to ask stakeholders to learn their definition of quality and guidelines for discussing costs of quality with stakeholders.
Advanced Project Management: Managing Accelerated Projects	SkillSoft	SS_en_US_41514_ng	Advanced Project Management: Managing Accelerated Projects teaches learners the limitations of project management scheduling packages, schedule compression techniques, and the risks of using the different techniques. It also covers how ERP benefits project management, how to calculate the percent efficiency of resources, and what elements project managers should consider when planning for resources. Finally, it teaches how to promote teamwork and enhance productivity, empower project team members, and create a sense of urgency to ensure project work is completed on time.
Advanced Project Management: Portfolio Management	SkillSoft	SS_en_US_41516_ng	In Advanced Project Management: Portfolio Management, you will learn the functions of portfolio management, the types of portfolios, and how to select and prioritize projects. You will also learn ways to maintain a balanced portfolio and track and allocate resources.
Advanced Project Management: Project Estimating Techniques	SkillSoft	SS_en_US_41513_ng	Advanced Project Management: Project Estimating Techniques teaches learners how time-box and analogous estimates are used, how to use life-cycle projections, and how the Modified Delphi method is used. It also teaches how to calculate PERT estimates and how function point analysis and forecasting are used. In addition, it covers how to avoid common estimating mistakes and how orders of magnitude help gauge the accuracy of estimates. Finally, it teaches steps for explaining estimates to stakeholders, how to document estimates, and how to improve them.
Advanced Project Management: Project Management Maturity	SkillSoft	SS_en_US_41517_ng	In Advanced Project Management: Project Management Maturity, you will learn how projects are typically managed and what processes and tools usually exist at each of the five maturity levels. You will also learn how to assess a department or organization's maturity level, obstacles that prevent attaining high maturity levels, and how executives can promote project management.
Advanced Project Management: Setting Up a Project Office	SkillSoft	SS_en_US_41515_ng	In Advanced Project Management: Setting Up a Project Office, you will learn terms associated with project office and the different functions a project office can fulfill. You will also learn how an organization can determine the need for, plan, and implement a project office.
Elements of Project Time Management	SkillSoft	SS_PROJ0541	Project Time Management is a critical aspect of any project; if project success is to be achieved, a time management system must be used. This course will cover the inputs, tools and techniques, and outputs of the Project Time Management processes that deal with defining project activities, sequencing project activities using the Precedence Diagramming Method, and estimating the resources needed to complete these activities. Through interactive learning strategies and real-life scenarios, the learner will explore these concepts and gain a better understanding of the Project Time Management processes. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Getting Past Clashes: Valuing Team Diversity	SkillSoft	SS_TEAM0213	Teams have diverse personalities, skills, and interests that are challenging to put together. You may not get along with every team member, but it's important that you can work together to achieve the same goal. At the end of this course, you'll have the skills needed to work with different personality styles, control your gut reactions to difficult people, and deal with difficult team members.

Leading High-performance Virtual Teams	SkillSoft	SS_team_01_a03_bs_e nus	Virtual teams are emerging as the basic unit for conducting business in the 21st century. Virtual communication networks have made virtual teams possible, while globalization has made them a necessity. Leading virtual teams presents new challenges to leaders and managers. Virtual team leaders must find ways to successfully manage people who are separated by distance, time zones, and cultural differences. This course offers a framework for successfully leading virtual teams. It addresses some of the primary concerns managers, team leaders, and team members have about virtual teams: building teamwork to create synergy and to banish feelings of isolation, selecting and feeling comfortable with virtual technologies, and overcoming common virtual communication challenges.
Planning and Identifying Project Risk	SkillSoft	SS_PROJ0591	In a perfect world, decisions would be made with complete certainty--all necessary information would be accurate and available as needed to ensure total success. In the real world, however, this is seldom the case. Real life is fraught with uncertainties; knowledge of events or conditions that may or may not occur is imperfect and incomplete, and this uncertainty affects decisions and outcomes. Risk occurs when decisions are made without perfect knowledge--in other words, nearly all the time. It is the project manager's job to assess and control risk, to avert or minimize its adverse effects, and to capitalize on its positive effects. In this course, the project manager will learn when and how to plan for risks and how to identify risks proactively and at the time they occur. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Planning Project Scope	SkillSoft	SS_PROJ0531	Project scope management is concerned with ensuring that projects include and account for all the work needed for the successful completion of a project. Successful project managers use project scope management throughout the project life cycle to identify and control all aspects involved in a project. This course will highlight the importance of project scope management to project performance. Through interactive learning strategies and real-life scenarios, the learner will explore these concepts and gain a better understanding of the inputs to, the tools and techniques for, and the outputs of the project scope management processes that deal with creating a Project Scope Management Plan and developing a Project Scope Statement. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.
Project Leadership: Leading the Project Team	SkillSoft	SS_en_US_41521_ng	Project Leadership: Leading the Project Team covers how to lead a project team in a way that ensures project success. The program details desirable project manager characteristics, skills, and styles, as well as how project managers can motivate project teams. In addition, the program covers how to manage project risk, guarantee on-time project completion, and prioritize projects
Project Lifecycles and Stakeholders	SkillSoft	SS_PROJ0512	Every project has a beginning and an end, but what happens in between is less predictable. The project life cycle will most likely involve uncertainties, and it's how these uncertainties are handled that determines the outcomes of the project. The more familiar one is with project phases and stakeholders, the more easily one can keep the project on track and on budget. Organizations might "fast track" projects by overlapping phases, or "single track" projects by having set criteria to be met and deliverables to be handed off before moving forward. The choice of how to handle the project life cycle will depend on the type of project, particular industry, and specific deliverables. To make these project management choices, individuals must understand what a project life cycle is and what factors can influence it. In this course, learners will be introduced to concepts and information about project lifecycles. They'll have the opportunity to define project phases and recognize the differences between project and product life cycles. Additionally, learners will begin to identify, and factor in, how project stakeholders can affect projects. Whether learners are experienced or first-time project managers, this course will have relevance.
Project Management Fundamentals	SkillSoft	SS_proj_01_a01_bs_en us	The evolution of business strategies has increased the importance of management having a thorough understanding of the products they produce. More and more employees are getting promoted from within to become project managers as they fully understand what they are trying to produce and how best to meet the quality and quantity requirements set forth by upper management. Project management, as a process, is the supervision and control of the work required to complete the project deliverable. Using established project management processes, coupled with the experience and skills of experienced workers, has allowed employers to adjust their mind-set when developing management and leadership skills from within. This course will enable someone who is not a professional project manager to learn the fundamentals of project management so he will be able to manage projects related to his area of responsibility within the organization.
Project Scheduling	SkillSoft	SS_PROJ0542	Typically, when people hear the words "project management," they think of schedules. Even though project management is much more than just scheduling, one aspect of it--project time management--is about planning when project activities will occur. This course introduces the basic principles of creating and maintaining a project schedule. It will cover the project inputs, tools and techniques, and outputs of the following project time management processes: Activity Duration Estimating, Schedule Development, and Schedule Control. Through interactive learning strategies and real-life scenarios, the learner will explore these concepts and gain a better understanding of the project time management processes in action. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.

Project Teams: Building a Project Team	SkillSoft	SS_en_US_42223_ng	Project Teams: Building a Project Team offers students information required to establish and improve project teams. The program details guidelines for team goal setting, identifies motivational theories that impact project teams, and offers ways to manage a project team during times of change.
Transitioning into a Project Management Role	SkillSoft	SS_proj_01_a02_bs_en_us	Many people find themselves thrust into a project management role with no formal training or experience. When this occurs, it is important to be prepared to deal with the significant changes in your role. Your responsibilities broaden from managing yourself to managing others, from short-term to long-term goals, and from tangible to intangible issues. Time and experience will develop and refine your project management skills, but this course will prime you for the process of transitioning into a project management role. It will discuss the changes a new project manager may face, including the development of a successful project team.

Organizational Management > Strategic Planning

Developing Customer Satisfaction Surveys	SkillSoft	SS_CUST0132	By the time most people have the chance to develop their first survey, they've seen so many that it seems like developing one will be a piece of cake. To an extent, they're right. Developing a GIGO (Garbage In/Garbage Out) survey is a no-brainer. Developing a survey that gets valid, reliable data, however, is both science and art. In this course, you'll learn to use the principles of survey design to develop a customer satisfaction survey that works. You'll explore factors that influence selection of the survey method. You'll also learn to design the survey instrument itself, including selection of question formats, sequencing of questions, and wording of the items themselves. Finally, you'll examine issues relating to selection of a sampling method and determination of sample size.
Discovering What Your Customers Want	SkillSoft	SS_CUST0131	The data are in, and there's no doubt about it: The return on customer loyalty goes directly to your company's bottom line. Too often, however, organizations seeking to improve customer satisfaction and loyalty begin with a survey. To build a successful customer satisfaction system, you have to begin with the basics. When customer satisfaction programs begin with a survey, and not a plan, the result is frequently customer dissatisfaction. To overcome this risk, you must begin by developing a customer satisfaction system before you develop the survey. In this course, you'll explore the bottom-line payoffs for building customer satisfaction. You'll discover the elements of an effective customer satisfaction system. Most important, you'll learn how to discover what your customers want before you try to measure whether you're delivering it.
Diversity: the Future	SkillSoft	SS_hr_02_a04_bs_enus	Employers must understand the ways in which the idea of diversity will continue to expand in the years to come. They need to prepare for demographic changes that will alter both the definition of corporate culture and practices for hiring, retention, and interaction with the company. This course explores the need for a holistic approach to workplace diversity, and the effects of incorporating a work/life initiative into business strategy. This SkillSoft product has been reviewed by the Employment Practice Group of Sheehan Phinney Bass + Green. As of the date reviewed, the content of this course is in compliance with federal law and court decisions. Due to the rapidly changing nature of the law, information in this course may become outdated.
Evaluating Creative and Innovative Ideas	SkillSoft	SS_PD0033	Proposing ideas is just the first step to innovation. But for every thousand ideas you generate, only one may have what it takes to make a real difference in your organization. Many great ideas will remain just that--ideas. Unless they have true commercial potential, or offer real advantages, they are destined to remain in the mental "incubator." To determine which ideas are worthy of further attention and which should be discarded, you will need to expose them to evaluation. This can be a painful time, when you feel protective of "your baby." After all, up to this point, you may have been guarding your idea against any criticism. Yet in a hard-nosed business world, all ideas must undergo intense scrutiny to enable their true potentials to be assessed. In this course, you'll be determining what aspects of creative and innovative ideas require evaluation, and then exploring common evaluation techniques, such as Return on Investment (ROI), SWOT analyses, and the Six Thinking Hats theory.
Goal Setting: Organizational Goal Setting	SkillSoft	SS_en_US_46033_ng	In "Goal Setting: Goal Setting in the Organizational Environment," you will learn how to set goals with teams. You will also learn how to set goals for an organization through the use of organizational objectives, statements of values, and vision and mission statements. In addition, you will learn how to implement strategic goals in your workplace.
Implementing Creative and Innovative Ideas	SkillSoft	SS_PD0034	A creative idea only truly becomes an innovation when it is implemented successfully in the organization. After all, what's an idea without execution? Execution is crucial if the idea is to start making or saving money. The process of implementing creative ideas is what makes great ideas become brilliant ideas. But this success is never immediate. On the contrary, even the greatest ideas demand careful management of the implementation process. Prototypes may be developed before stakeholder approval can be secured. The right skills will also be vital to maintain momentum and prevent inertia, to coax and assure the team, and to lead the idea to success, ensuring it reaches its true potential. During this course, you'll find out how to manage the entire implementation process: from prototyping and gaining stakeholder approval to maintaining momentum and enthusiasm. Leading the team through this challenge will also be vital. You'll learn more about how to complete the creative cycle: how to secure buy-in and managing the launch, what to do with old ideas, and how to maintain creative momentum in the future.

Initiating and Planning a Project	SkillSoft	SS_proj_01_a03_bs_en us	Initiating and Planning are crucial phases in developing and executing any successful project. Companies that are embarking on a new project initiative must assign people to gather facts and decide what exactly they want to produce and how they are going to produce it. This course examines which factors should weigh in during the project selection process and how to effectively plan a project from beginning to end.
Managing Business Risk: Developing a Risk Management Plan	SkillSoft	SS_en_US_42521_ng	Managing Business Risk: Developing a Risk Management Plan teaches learners about the various risk management models as well as factors that influence the risk management function in organizations. Students will also learn about the risk management environment that organizations face and the methods used to assess those risks.
Managing Business Risk: Financing and Contingency Planning	SkillSoft	SS_en_US_42523_ng	Managing Business Risk: Financing and Contingency Planning teaches learners how to identify the dimensions of risk financing and to identify the various categories of risk financing tools. Students will also learn about the major responsibilities of contract management and the importance of developing a business contingency plan.
Managing Business Risk: Risk Assessment and Control	SkillSoft	SS_en_US_42522_ng	In "Managing Business Risk: Risk Assessment and Control" teaches learners about risk identification and environmental scanning. Students will also learn about evaluation and control of risk within organizations and the methods for classifying various organizational risks.
Risk Basics	SkillSoft	SS_PD0241	In today's management revolution, risk is an inherent factor. Your success depends upon an ability to understand and operate in a mine field where opportunities abound, but disaster could strike at any moment. Avoiding disaster is no longer left to luck, but is carefully controlled through risk management. The information presented in this course on risk and hedging techniques are vital survival tools for today's corporate environment. When the task is difficult and the risk is real, how comfortable are you? This course can bolster your management and leadership abilities by increasing your comfort level with risk management.
Strategic Planning and Risk Management	SkillSoft	SS_PD0244	Understanding how to excel in a climate of risk using strategic planning is crucial in today's business environment. This course will help you analyze where your business is going and how it should get there. This will help you successfully navigate the dangers inherent in risk taking. Minimizing your risk through strategic planning is planning for your success.